

Web-Based Supply Chain Management (WBSCM)

Direct Delivery Complaint Form

This form includes the information required from the Recipient Agency for the Connecticut State Department of Education to submit complaints regarding USDA Foods direct delivery items. Complete all information and e-mail to allison.calhoun-white@ct.gov and monica.pacheco@ct.gov. For questions, please contact Allison Calhoun-White at 860-807-2008 or Monica Pacheco at 860-807-2086.

1. Sales order number (starts with 5000): _____

NOTE: To find the sales order number, go under *Reports*, click on *Requisition Status Report*, then enter the following information:

- **Program:** Enter “NSLP.”
- **Req. Delivery Date:** Enter “7/1/<insert current year, e.g., 2017>” in the first field and enter the current date in the second field), for example, “7/1/2017” to “1/9/2018.”
- **Material Code:** Enter the material code of the product for which you are reporting the complaint.
- **Sold-To Party:** This field should automatically populate with your seven-digit BPID number.

Hit *Execute*. Scroll over to the column for *Sales Order #* to locate the sales order number that applies to the complaint (there may be multiple delivery dates).

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Requisition Status Report

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Entitlement/Bonus Ind	Requested Qty.	Sales Unit	Net Dollar Value	Sales Order #	Sales Order Item #	Sales Order Status
ENTITLE-SY23	20,000	CS	1,403.58	5000766074	100	Order Received
ENTITLE-SY23	20,000	CS	1,368.90	5000766073	100	Order Received
ENTITLE-SY23	20,000	CS	1,489.14	5000766072	100	Order Received
ENTITLE-SY23	15,000	CS	1,348.52	5000766832	100	Order Received
ENTITLE-SY23	12,000	CS	1,039.77	5000766833	100	Order Received
ENTITLE-SY23	25,000	CS	1,835.85	5000780069	100	Order Received
ENTITLE-SY23	21,000	CS	1,586.78	5000780070	100	Order Received
ENTITLE-SY23	30,000	CS	2,005.74	5000765024	100	Order Received
ENTITLE-SY23	33,000	CS	2,296.31	5000765025	100	Order Received
ENTITLE-SY23	42,000	CS	2,079.91	5000766808	100	Order Received
ENTITLE-SY23	30,000	CS				
ENTITLE-SY23	73,000	CS	3,958.21	5000766873	100	Order Received
ENTITLE-SY23	35,000	CS	4,246.48	5000765269	100	Order Received
ENTITLE-SY23	25,000	CS	3,033.20	5000765269	100	Order Received
ENTITLE-SY23	27,000	CS	3,942.54	5000765268	100	Order Received

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1. Incident date	
2. Date received:	
3. District/school contact name:	
4. Contact organization:	
5. Contact phone:	
6. Contact e-mail:	
7. Street address of remaining product:	
8. Quantity received:	
9. Quantity affected:	
10. Quantity remaining:	

1. Please include photos of:

- the affected product (for example, if product is freezer burned, please send a photo that clearly shows the freezer burn);
- the case and all labels on the case; and
- any additional photos that would be beneficial to assess the situation.

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For information on the Connecticut Food Distribution Program (FDP), visit the CSDE's [Food Distribution Program \(USDA Foods\)](#) webpage or contact the [FDP program staff](#) at the Connecticut State Department of Education, Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841.

This document is available at https://portal.ct.gov/-/media/SDE/Nutrition/FDP/WBSCM_Direct_Delivery_Complaint_Form.pdf.

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov

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